

STATE OF MARYLAND  
**DHMH**

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**Maryland Department of Health and Mental Hygiene**

**Mental Hygiene Administration**


**Spring Grove Hospital Center – Dix Building**

**55 Wade Avenue – Catonsville, Maryland 21228**

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary

Brian M. Hepburn, M.D., Executive Director

TO: PMHS Providers

FROM: Lissa Abrams, Deputy Director, MHA 

RE: Transition to ValueOptions® –Update

Date: July 28, 2009

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The following information is provided for your agency to begin preparation for the transition from MAPS-MD to **ValueOptions®** effective September 1, 2009. MHA and **ValueOptions®** have received many comments and suggestions that are being incorporated into **ValueOptions®**'s Maryland system. This memorandum includes important information regarding registration, training, submission of claims, and authorizations.

**Authorization Requests to MAPS-MD**

For providers who wish to submit authorization requests to MAPS-MD in advance of current authorizations expiring during the month of September, the following schedule will be permitted.

For Psychiatric Rehabilitation Programs (PRP) and outpatient treatment services including mobile treatment, submit requests no more than 30 days prior to expiration of the current authorization.

For Intensive Outpatient Programs, Partial Hospitalization Programs, Residential Crisis Services (RCS), and inpatient psychiatric services, submit requests no more than 2 days in advance of the expiration of the current authorization.

For Residential Treatment Centers (RTC), submit requests no more than 14 days in advance of the expiration of the current authorization.

MAPS will continue to accept authorization requests through August 30, 2009 for all services and through August 31 for inpatient, RCS, and RTC services.

**Provider registration with ValueOptions®:**

In order to expedite the opportunity for Maryland Public Mental Health System (PMHS) providers to register for ValueOptions® on-line self-service application (ProviderConnect), there will be a phased in approach with the registration process as outlined below.

**Phase I**  
**(Begins August 3, 2009)**

**Providers already in the ValueOptions® system with a ValueOptions® generated ID number:**

Many Maryland Public Mental Health System (PMHS) providers already are in the ValueOptions® system with a provider ID. If you or your agency are currently in the ValueOptions® system and know your ValueOptions® provider ID, you may begin registering for ProviderConnect immediately at

<http://www.valueoptions.com/providers/Providers.htm>

If you do not know your provider ID, contact ValueOptions® EDI helpdesk at 1-888-247-9311 from 8:00am to 6:00pm EST, Monday thru Friday.

ValueOptions® will be sending a communication to those providers already in ValueOptions® system so that ValueOptions® can provide a specific provider ID number. This is necessary in order to complete the ProviderConnect registration.

*Important note: Maryland providers who already have a ValueOptions ProviderConnect ID for other lines of business (i.e. commercial clients) will need to contact ValueOptions® EDI helpdesk to obtain a new Maryland specific ProviderConnect ID. You will not be able to reregister via the ValueOptions website only through the EDI helpdesk.*

**Phase II**  
**(Begins August 15, 2009)**

**Providers not currently in the ValueOptions system:**

By August 15, 2009, ValueOptions® will have completed the loading of all Medicaid provider file data received by Maryland Medicaid. By this date, all Maryland PMHS providers will be able to register on line through ProviderConnect at <http://www.valueoptions.com/providers/Providers.htm> or the EDI Helpdesk.

**Training –Claims and Authorizations**

The training schedule for claims and authorizations will be provided through webinars and on site venues. Since MHA has received many requests for ValueOptions® trainings to be conducted through webinars, ValueOptions® is providing this opportunity in order to reduce the amount of travel and time spent attending trainings. There will also be two separate on site sessions each for claims and authorizations at central locations.

Training Schedule Attached.

**Claims**

Follow the same procedures for electronic and paper claims submissions as you are currently using when submitting claims for dates of services prior to September 1, 2009. ValueOptions® has contracted with ACS, MAPS-MD's current claims processing vendor, to pay claims for services prior to September 1, 2009. This will continue until you are notified differently.

Thank you. If you have any questions please email [valueoptionstransition@dhmh.state.md.us](mailto:valueoptionstransition@dhmh.state.md.us)

C:MHA Management Committee, CSA Directors, Jennifer Huber, MAPS-MD, Lisa Hadley, M.D., MAPS-MD, Mary Mastrandrea, ValueOptions, Ray Coleman, ValueOptions, Maureen Simmonds, ValueOptions

ValueOptions® Maryland  
**PROVIDER TRAINING SCHEDULE**  
 August 2009

FORUM	DATE & TIME	VENUE/LOCATION/REGISTRATION INFO
<b>Online:</b> Claims/EFT (Electronic Funds Transfer) Training for Maryland Providers	August 4, 2009 1:00 pm-4:30 pm EST	<b>Webinar: Online Forum</b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>630423906</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register
<b>Online:</b> Claims/EFT (Electronic Funds Transfer) Training for Maryland Providers	August 6, 2009 1:00 pm-4:30 pm EST	<b>Webinar: Online Forum</b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>781869370</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register
<b>Face to Face:</b> Claims/EFT (Electronic Funds Transfer) Training for Maryland Providers	August 7, 2009 8:30am-12:00pm EST	<b>Location: TBD</b>
<b>Online:</b> Claims/EFT (Electronic Funds Transfer) Training for Maryland Providers	August 11, 2009 8:30am-12:00pm EST	<b>Webinar: Online Forum</b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>987665594</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register
<b>Online:</b> Claims/EFT (Electronic Funds Transfer) Training for Maryland Providers	August 12, 2009 1:00 pm- 4:30pm EST	<b>Webinar: Online Forum</b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>481951875</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register
<b>Face to Face:</b> Claims/EFT (Electronic Funds Transfer) Training for Maryland Providers	August 13, 2009 8:30am -12:00pm EST	<b>Location: TBD</b>
<b>Online:</b> A Clinical Training for <b>OMS</b> Maryland Providers	August 17, 2009 1:00 pm-3:30 pm EST	<b>Webinar: Online Forum</b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>842852586</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after

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August 2009

		you successfully register
<b>Online:</b> A Clinical Training for <b>Non OMS</b> Maryland Providers	August 18, 2009 <i>9:00 am-11:30am EST</i>	<b><u>Webinar: Online Forum</u></b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>228841843</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register
<b>Online:</b> A Clinical Training for <b>Inpatient &amp; HLOC</b> Maryland Providers	August 18, 2009 <i>1:00 pm-3:30pm EST</i>	<b><u>Webinar: Online Forum</u></b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>335557459</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register
<b>Online:</b> A Clinical Training for <b>Inpatient &amp; HLOC</b> Maryland Providers	August 19, 2009 <i>9:00 am-11:30am EST</i>	<b><u>Webinar: Online Forum</u></b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>863297163</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register
<b>Online:</b> A Clinical Training for <b>Non OMS</b> Maryland Providers	August 19, 2009 <i>1:00 pm-3:30 pm EST</i>	<b><u>Webinar: Online Forum</u></b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>540108850</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register
<b>Online:</b> A Clinical Training for <b>OMS</b> Maryland Providers	August 20, 2009 <i>9:00 am-11:30am EST</i>	<b><u>Webinar: Online Forum</u></b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>472994115</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register
<b>Online:</b> A Clinical Training for <b>Non OMS</b> Maryland Providers	August 21, 2009 <i>9:00 am-11:30am EST</i>	<b><u>Webinar: Online Forum</u></b> 1) To Register go to: <a href="http://www.joinwebinar.com">www.joinwebinar.com</a> 2) Enter: Email Address & Webinar ID: <b>133510194</b> 3) You will then be prompted to enter registration information. 4) A confirmation email with both the call in number and webinar instructions after you successfully register